

Attorney's Docket: 020431,0562

PATENT  
09/415,507

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Mukesh Dalal  
Serial No.: 09/415,507  
Filing Date: October 8, 1999  
Group Art Unit: 3623  
Confirmation No. 4917  
Examiner: Susanna M. Meinecke Diaz  
Title: *Method and System for Optimizing Request-Promise Workflows*

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*Willie Jiles*  
Willie Jiles

Date of Deposit: December 15, 2003

**Response Pursuant to 37 C.F.R. § 1.111**

In response to the Office Action mailed August 13, 2003, Applicant respectfully requests the Examiner to reconsider the rejection of the claims in view of the following amendments and remarks. Please amend the Application as follows.